

FSA Modernization Program
United States Department of Education
Financial Student Aid



Application Maintenance Team
Assumptions for Contractors

February 2002



Assumptions: A list of skills and applications that the contractor should be knowledgeable in to take over this role.

Professional Skills

- Continuous Learning and Improvement
- Customer Service Orientation
- Goals/results orientation
- Interpersonal communications
- Professionalism
- Oracle Technology Literacy

Technical/Functional Skills

- Database and File Management
- Oracle Application Programming
- Information Systems Security
- Basic Knowledge of Interwoven- The contractor should be able to import, deploy, and publish html and jsp pages using Interwoven Teamsite. The contractor should be familiar with all areas of Teamsite, including the workarea and staging area. The person should have knowledge of how templating works and how to edit/create Interwoven templates for users.
- Operating Systems
- Programming Languages (incl. PL/SQL/Java/HTML) - The contractor should have a working knowledge of Java and be able to do complex enhancements to update the code through an HTML editing tool
- Knowledge of UNIX Commands- The contractor should have a basic knowledge of FTP and be able to use UNIX commands. The contractor should be able to move between different directories, retrieve and put files on the server, telnet to other servers, compress, rename, and move files within the directory.
- Network Software and Communications
- Contract Management
- Customer Relationship Management
- Financial Management
- Quality Management
- Autonomy- The new contractor should have basic knowledge of the Autonomy configuration file and be able to know how to use JSP code to connect to autonomy database (DRE file).
- Rational ClearQuest- Issue tracking system for submission of SIRS.

Managerial Skills

- Employee Development
- Knowledge Sharing
- Leadership
- Problem Solving and Decision Making
- Program Management
- Visioning



Revision Log

This log should be updated after each new version as a means of tracking the changes that have been made to the document. Relevant information includes: date of revision, name of person making the revision, and a short description of the changes.

Version	Revised By	Description of Changes
2-18-02	Lisa Phillips	Initial Release